

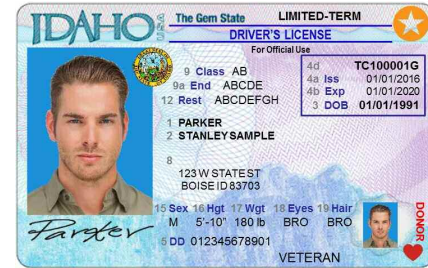
DMV Annual Report — 2018



Investment Pays

150
Thousand

The DMV issued 152,530 driver's licenses and ID cards since the modernization project launched in August, compared to 164,746 for the same period the previous year. Customers experienced unacceptable wait time times due to difficulties with vendor software. The DMV developed software to replace the vendor's program in August. Since then, the system has been stable and customer wait times are much improved. November and December transaction totals exceeded those for the same months in 2017.



50
Thousand

Idaho has issued more than 50,000 REAL ID (Star Cards) since January 2018. This is 20 percent of the driver's licenses and ID cards issued in 2018. Beginning in October 2020, Idahoans will need a REAL ID or other accepted form of identification to fly commercially in the United States or enter certain federal facilities.



Innovation = Savings and Efficiency Improvements

900
Thousand

New weigh-in-motion technology at the Lewiston Port of Entry on U.S. 95 allows up to 70 percent of the 800 trucks per day that travel past the port to bypass it. This allows each truck to save an average of five minutes and almost a half gallon of fuel—a savings of \$8.68 per truck, and the industry a total of \$900,000 annually.

720
Thousand

The DMV will launch a program in 2019 allowing county assessor employees to scan vehicle titles. The current process to print titles at DMV headquarters has a minimum of 11 steps beginning at county offices. The scanning of approximately 720,000 vehicle titles will reduce the time it takes to issue a title, improve accuracy, and allow the document to be located quickly.

9
Thousand

An improvement in the way expired personalized plates are renewed will save up to 9,000 calls annually from the counties. Previously, when a personalized plate was expired for more than 10 days, the system instructed the county agent to call ITD. The new system allows the plates to remain available.



Five-Year Idaho Growth Rates



| | Idaho Population | Licensed Drivers | Vehicle Registrations | Truck Permits Issued | Trucks Weighed In Motion |
|------|------------------|------------------|-----------------------|----------------------|--------------------------|
| | 5.5% | 7.0% | 11.6% | 8.4% | 102% |
| 2018 | 1.72 Million | 1.23 Million | 1.82 Million | 75,715 | 1.8 Million |
| 2014 | 1.63 Million | 1.15 Million | 1.63 Million | 69,837 | 897,808 |



DMV Accomplishments

Dealer/Titles Workgroup improves titling process — A workgroup of car dealers, county assessors, and DMV improved the accuracy and speed for titling vehicles that are sold commercially. Training tools were developed for dealers and title-processing deadlines agreed upon to improve customer service.

New, safer credit card devices deployed — The DMV now accepts customer credit cards using more secure payment-card devices. This is a major improvement to help insure the safety of customer data.

DMV County Leadership Conference brings ITD, Sheriffs, and Assessors together — For the first time, 150 managers and supervisors from ITD and county sheriff and assessor offices met to explore and discuss best practices and improve collaboration. The agenda featured best practices, creating regional collaboration teams, building a statewide “on-boarding” program for new DMV state and county employees, understanding DMV technology, and aligning priorities.

DMV Release Notes focus communication — DMV Release Notes about changes in process, policy, and technology are now being distributed monthly to county offices. The notes focus communication into one place rather than having the messages arrive from multiple sources.

Idaho one of the nation’s leaders in organ donation commitment — More than 800,000 Idahoans have registered as organ donors, representing 64 percent of the population who are 18 years of age or older. Idaho is one of the top states in the nation in people committed to organ donations.

AAMVA Lifetime Achievement in Highway Safety Award given to Scott Stokes — The American Association of Motor Vehicles presented ITD Chief Deputy Scott Stokes the Lifetime Achievement in Highway Safety Award. The award recognizes Scott’s commitment and accomplishments in highway safety during his career.

Looking Forward

Improving commerce, protecting infrastructure — A new 24/7 online special permit system that will automatically determine on which highways trucks requiring permits can travel safely will be implemented in the summer of 2019. When purchasing a permit, the system will calculate a truck’s width, length, height, and weight, and use the condition of the road and bridges to select permitted routes.

New commercial vehicle registration system will offer online services — Trucking companies can purchase registrations 24/7 online when a new system is implemented in 2019. The system will allow commercial vehicle drivers and companies to fully register and pay fees online.

New system will allow for electronic citations — Electronic citations for commercial vehicle operators violating Idaho or federal law will be issued by port of entry inspectors in 2019. Citations will be automatically entered into the system and transmitted to the courts eliminating paper work and mailing.

Online portal being developed to renew driver’s licenses — An online system to renew driver’s licenses and identification cards will be available in the summer of 2019. Offering online driver’s license and ID card renewals to qualified applicants will meet customer expectations for online services and reduce lines at the sheriff and assessor offices.



**Your Safety. Your Mobility.
Your Economic Opportunity.**